BEST BUSINESS PRACTICE

BETTER BUBBLES

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BETTER BUSINESS PRACTICE

BETTER BUBBLES

- **March 1998 - How Are We Doing**?
  - Selected Patient Records per EOD reports
  - Compared record entries to bubble sheet entries

BETTER BUSINESS PRACTICE

BETTER BUBBLES

42%

ERROR RATE

BEST BUSINESS PRACTICE

OTHER AUDIT FINDINGS

- Documentation of encounter not available in record
- Providers using one E & M code for all encounters
- Diagnosis not transcribed accurately
- Procedures performed were in medical record - not ADS encounter form
- Dispositions not transcribed accurately
- Improper E & M code selected based on documentation
- All adds up to incorrect billing - reduced collections

BEST BUSINESS PRACTICE
SOLUTION - TRAINING (+)

- DCCS mandated for all medical staff
- Plenary sessions
- Scheduled out 4 to 6 weeks to avoid conflicts with clinic schedules
- Early morning and noon sessions to reduce impact on clinic
- “House calls”

BEST BUSINESS PRACTICE
SOLUTION - TRAINING (con't)

- One hour sessions
- Multiple handouts
- Emphasized need to complete a bubble sheet
- Emphasized need to complete bubble sheet accurately
- Emphasis on T-Con count vs non-count

Third Party Collection Program
Ambulatory Data System Evaluation & Management Codes

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EVALUATION & MANAGEMENT SERVICES AGENDA

- Purpose
- Benefit
- Definition
- Key Components
- E & M Codes and Third Party Collection Program
- E-Codes
- Summary
- Questions

EVALUATION & MANAGEMENT SERVICES

PURPOSE

To familiarize you with the proper choices of E & M co

EVALUATION & MANAGEMENT SERVICES

BENEFIT

- Better Decision Making
- The quality of data
- Proven to increase amount of collections versus amount of billings

EVALUATION & MANAGEMENT SERVICES DEFINITION

- Evaluation and Management codes (99201-99499) are used to report the intensity (complexity) of the service that the physician (PA, ARNP) provides in a face to face encounter with the patient.
- The subsections of E&M CPT are divided primarily by the site at which the encounter occurred (e.g., office, emergency department, inpatient, nursing home).
- They report the physician's professional service and determine what reimbursement we get for the services provided.
- Other than the interaction with the patient, the critical success factor in making the payment happen is medical record documentation.

EVALUATION & MANAGEMENT SERVICES DEFINITIONS (CON'T)

NEW PATIENT - A New Patient is one who has not received any professional services from the clinic within the past three years. (RVU Range: .82 to 3.39)

ESTABLISHED PATIENT - An Established Patient is one who has received professional services from the clinic within the past three years. (RVU Range: .37 to 2.45)

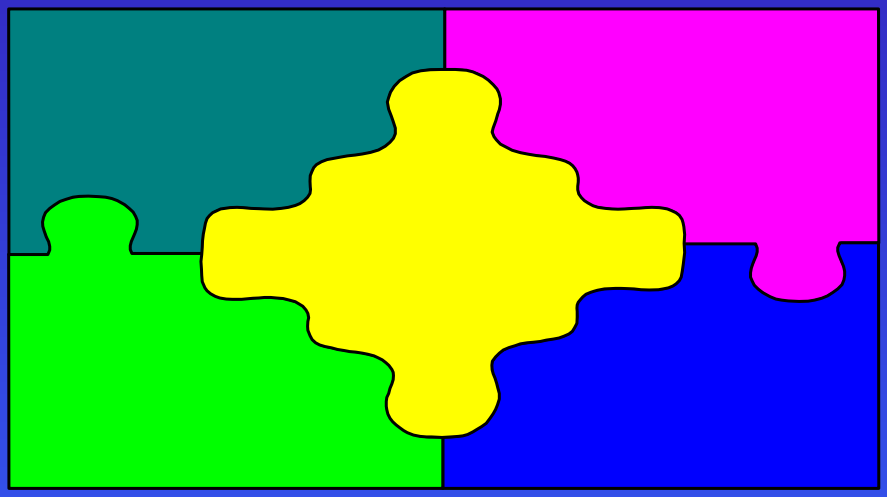
CONSULTATION - A Consult is a type of service provided by a physician whose opinion/advice regarding evaluation and/or management of a specific problem is requested by another physician. For consults, patient returns to the requesting physician. (RVU Range Office Consult: 1.31 to 5.00, Initial Inpatient 1.36 to 5.06)

REFERRAL - A Referral, the patient stays with the accepting clinic.

RVU's - A valuable reference number to determine the relative worth of a procedure or service, it is the basis for the Medicare Fee Schedule.

KEY COMPONENTS

- **HISTORY**
- **EXAMINATION**
- **MEDICAL DECISION MAKING**



All 3 components are required for new patients/c
Only 2 components are required for established

EVALUATION & MANAGEMENT SERVICES

KEY COMPONENTS

HISTORY

- PROBLEM FOCUSED: **(99201/99212/99241)**

  chief complaint; brief history of present illness or problem

- EXPANDED PROBLEM FOCUSED: **(99202/99213/99242)**

  chief complaint; brief history of present illness; problem pertinent system review

- DETAILED: **(99203/99214/99243)**

  chief complaint; extended history of present illness; extended system review; pertinent past, family and/or social history

- COMPREHENSIVE: **(99204/99205/99215/99244/99245)**

  chief complaint; extended history of present illness; complete system review; complete past, family and social history

EVALUATION & MANAGEMENT SERVICES
KEY COMPONENTS
EXAMINATION

- PROBLEM FOCUSED: **(99201/99212/99241)**

  an examination that is limited to the affected body area or organ system

- EXPANDED PROBLEM FOCUSED: **(99202/99213/99242)**

  an examination of the affected body area or organ system and other symptomatic or related organ system

- DETAILED: **(99203/99214/99243)**

  an extended examination of the affected body area(s) and other symptomatic or related organ system(s)

- COMPREHENSIVE: **(99204/99205/99215/99244/99245)**

  a complete single system specialty examination or a complete multi-system examination

EVALUATION & MANAGEMENT SERVICES
KEY COMPONENTS
MEDICAL DECISION MAKING

- **STRAIGHTFORWARD: (2 OF 3) (99201/99202/99212/99241/99242)**
  - Minimal number of diagnoses or management options
  - Minimal or no amount and/or complexity of data to be reviewed
  - Minimal risk of complications and/or morbidity or mortality
- **LOW COMPLEXITY: (2 OF 3) (99203/99213/99243)**
  - Limited number of diagnoses or management options
  - Limited amount and/or complexity of data to be reviewed
  - Low risk of complications and/or morbidity or mortality
- **MODERATE COMPLEXITY: (2 OF 3) (99204/99214/99244)**
  - Multiple number of diagnoses or management options
  - Moderate amount and/or complexity of data to be reviewed
  - Moderate risk of complications and/or morbidity or mortality
- **HIGH COMPLEXITY: (2 OF 3) (99205/99215/99245)**
  - Extensive number of diagnoses or management options
  - Extensive amount and/or complexity of data to be reviewed
  - High risk of complications and/or morbidity or mortality

EVALUATION & MANAGEMENT SERVICES

OFFICE OR OTHER OUTPATIENT SERVICES

New Patient

3 OF 3

No professional services from the clinic within past three years

99201	99202	99203	99204	99205
>Problem Focused	>Expanded Prob Foc	>Detailed	>Comprehensive	>Comprehensive
>Problem Focused	>Expanded Prob Foc	>Detailed	>Comprehensive	>Comprehensive
>Straightforward		>Low Complexity	>Moderate Complexity	>High Complexity

HISTORY EXAMINATION MEDICAL DECISION MAKING

NEW PATIENT EXAMPLES:

Series 99201-99205

- **99201** -
  - Contusion of a finger (**ORTHO**)
- **99202** -
  - 16 YO, severe cystic acne (**DERM**)
  - 58 YO male, eval for decreased hearing loss w/interp of complete audiogram,air bone (**ENT**)

NEW PATIENT EXAMPLES CONT'D….

- **99203 -**
  - 48 YO male w/recurrent LBP radiating to leg (**GS**)
  - 19 YO football player w/3 day acute knee inj, now with swelling and pain (**ORTHO**)

NEW PATIENT EXAMPLES cont'd…

- **99204** -
  - 63 YO male w/chest pain on excertion (**CARDIO**)
  - 50 YO female w/progressive solid food dysphagia (**GI**)

NEW PATIENT EXAMPLES CONT'D…

- **99205** -
  - 65 YO female w/exertional chest pain, intermittent claudication, syncope and a murmur of aortic stenosis (**CARDIO**)
  - 73 YO male with unexplained 20 lb weight loss (**HEM/ONC**)

EVALUATION & MANAGEMENT

OFFICE OR OTHER OUTPATIENT SERVICES

Established Patient

99211

>May not require presence of physician

>Minimal presenting problem(s)

>USED BY NURSE/TECH ONLY

Received professional services from the clinic within past three years

2 of 3

99212

>Problem Focused

>Problem Focused

99213

>Expanded Prob Foc

>Expanded Prob Foc

>Low Complexity

99214

>Detailed

>Detailed

>Moderate Complexity

99215

>Comprehensive

>Comprehensive

>High Complexity

HISTORY EXAMINATION MEDICAL DECISION MAKING

EST PATIENT EXAMPLES:

Series 99212 - 99215

- **99212** -
  - 65 YO female returns for 3 wk F/U for resolving severe ankle sprain (**ORTHO**)
  - 33 YO female recently started on treatment for hemorrhoidal complaints, for re-eval (**GS**)

EST PATIENT EXAMPLES CONT'D….

- **99213 -**
  - patient with stable cirrhosis of the liver (GI)
  - 37 YO male, S/P colectomy, stoma irritation (GS)

EST PATIENT EXAMPLES: cont'd….

- **99214** -
  - 60 YO male, 2 yrs post-removal of intracranial meningioma, now w/new headaches and visual disturbances (**NS**)
  - 32 YO female, new onset RLQ pain (**GS**)

EST PATIENT EXAMPLES CONT'D…

- **99215 -**
  - 68 YO male w/biopsy-proven rectal carcinoma, evaluation and discussion of treatment options (**GS**)
  - 70 YO female w/recent onset syncopal attacks (**INT MED**)

EVALUATION & MANAGEMENT SERVICES

OFFICE CONSULTATIONS

Patient returns to originator of consult

99241

>Problem Focused

>Problem Focused

>Straightforward

99242

>Expanded Prob Foc

>Expanded Prob Foc

>Straightforward

99243

>Detailed

>Detailed

>Low Complexity

99244

>Comprehensive

>Comprehensive

>Mod Complexity

99245

>Comprehensive

>Comprehensive

>High Complexity

HISTORY EXAMINATION MEDICAL DECISION MAKING

CONSULT EXAMPLES:

Series 99241-99245

- **99241** -
  - 30 YO female tennis player w/sprain or contusion of forearm (**ORTHO**)
  - 25 YO postpartum female w/severe symptomatic hemorrhoids (**GS**)

CONSULT EXAMPLES
CONT'D....

- **99242 -**
  - 30 YO female with single season allergic rhinitis (**ALLERGY**)
  - 70 YO scheduled for elective prostate resection needs management of systolic hypertension (**INT MED**)

CONSULT EXAMPLES
cont'd

- **99243** -
  - 23 YO female w/Crohn's disease not responding to therapy (**GS**)
  - 65 YO male w/chronic LBP radiating to the leg (**NS**)

CONSULT EXAMPLES

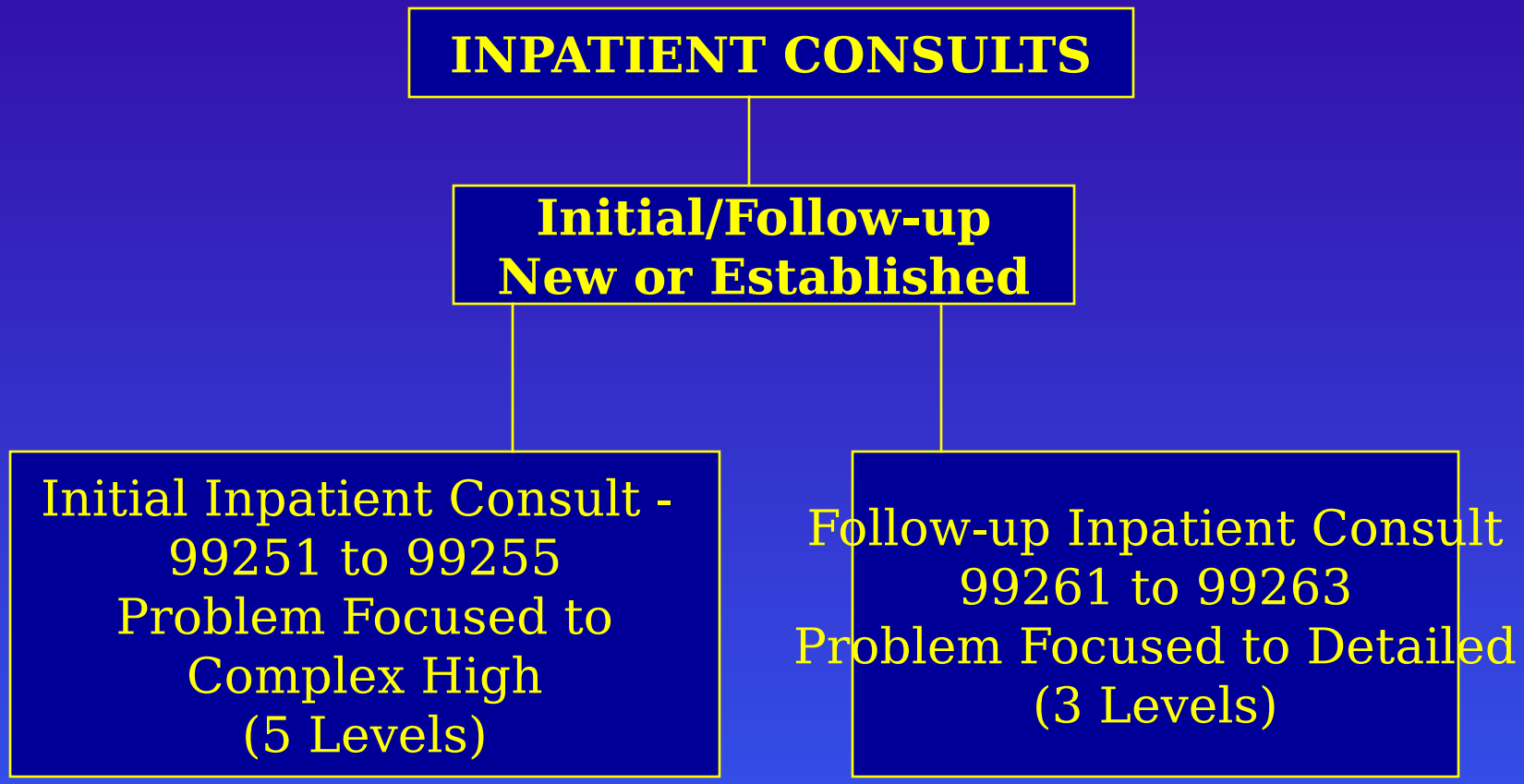
CONT'D…

- **99244** -
  - 72 YO male with esophageal carcinoma, symptoms of dysphagia/reflux (**Thoracic Surg**)
  - 38 YO female with inflammatory bowel disease presents with RLQ pain & suspected intraabdominal abscess (**GS**)

CONSULT EXAMPLES
cont'd

- **99245** -
  - consult in ER, 25 YO male w/severe, acute, closed head injury (**NS**)
  - Independent medical evaluation of a patient with a history of complicated low back and neck problems with previous multiple failed back surgeries (**ORTHO**)

EVALUATION AND MANAGEMENT SERVICES



INITIAL INPATIENT EXAMPLES:

Series 99251-99255

- **99251 -**
  - 30 YO female complaining of vaginal itching, post orthopaedic surgery **(GYN)**
- **99252 -**
  - Possible drug eruption on 50 YO male admitted to ortho svc **(DERM)**

INITIAL INPATIENT EXAMPLES CONT'D:

- **99253 -**
  - Diagnosis/management of 35 YO female with a fever and pulmonary infiltrate S/P cesarean section **(PULM)**
- **99254 -**
  - 66 YO female w/enlarged lymph nodes, found on biopsy to be malignant **(HEM/ONC)**

INITIAL INPATIENT EXAMPLES CONT'D:

- **99255 -**
  - Consultation in ICU for 70 YO male who experienced a cardiac arrest during surgery and was resuscitated **(CARDIO)**

FOLLOW-UP INPATIENT EXAMPLES:

Series 99261-99263

- **99261 -**
  - 35 YO female w/pulm embolism S/P cesarean section, now stable, for assessment of response to anticoagulation and adjustment of heparin dose **(PULM)**
- **99262 -**
  - Reevaluation of stroke patient with development of rehab plan **(NEURO)**

FOLLOW-UP INPATIENT EXAMPLES CONT'D:

- **99263 -**
  - 42 YO male with persistent GI bleeding, etiology undetermined, not responding to conservative therapy of transfusions **(GS/COLON-RECTAL SURG)**

EVALUATION & MANAGEMENT SERVICES

CRITICAL CARE SERVICES

Care of critically ill or critically injured patients, regardless of location or setting. Requires the constant attention of the physician, patient is in unstable condition

99291 First hour - ONLY CODE USED ON ADS

99292 Each additional half hour - USED FOR BILLING ONLY

EVALUATION & MANAGEMENT SERVICES

CASE MANAGEMENT SERVICES

TEAM CONFERENCES

99361 approx. 30 mins.

99362 approx. 60 mins.

TELEPHONE CALLS

99371 simple or brief

99372 intermediate

99373 complex or lengthy

EVALUATION & MANAGEMENT SERVICES

EMERGENCY DEPARTMENT SERVICES

New or Established Patient

3 OF 3

99281

>Problem Focused

>Problem Focused

>Straightforward

99282

>Expanded Prob Foc

>Expanded Prob Foc

99283

>Expanded Prob Foc

>Expanded Prob Foc

>Moderate Complexity

99284

>Detailed

>Detailed

>Moderate Complexity

99285

>Comprehensive

>Comprehensive

>High Complexity

HISTORY EXAMINATION MEDICAL DECISION MAKING

Emergency Room Examples

- 99281:
  - 32 year old male presents to the ER with low back pain
  - 20 year old female presents to the ER with ankle sprain

ER Examples Cont'd

- 99282:
  - 18 year old known asthmatic presents with URI for inhalation treatment
  - 40 year old male presents to the ER with simple gastritis

ER Examples Cont'd

- 99283:
  - 60 year old female with history of multiple sinus surgeries presents to the ER with acute sinusitis
  - 10 year old male presents to ER with allergic rhinitis, conjunctivitis and URI

ER Examples Cont'd

- 99284:
  - 65 year old male presents to ER with abdominal pain. Also complains of chest pain.
  - 70 year old male presents with dehydration, chest pains and exhaustion

ER Examples Cont'd

- 99285:
  - 35 year old brought in by ambulance from an MVA in I-5 with multiple injuries
  - 25 year old male brought in by ambulance with head trauma and loss of consciousness.

EVALUATION & MANAGEMENT SERVICES

It is crucial for third party reimbursement, and to the prevention of false claims submission, that the diagnosis coded to the highest level of specificity that supports the medical necessity of the test and/or service be documented on the order form and linked to those specific test(s)/services in the case where more than one test/service is rendered.

EVALUATION & MANAGEMENT CODES
THE AFFECT ON REIMBURSEMENTS

- ICD9 provides evidence of medical necessity for the E & M service
- ICD9 does not affect the amount of reimbursement
- If ICD9 does not match the CPT code, claim can be delayed or denied
- E & M service is driven by the CPT code assigned

EVALUATION AND MANAGEMENT CODES

POSSIBLE REIMBURSEMENT DOLLARS

NEW PATIENT:	
99201	$ 45
99202	$ 61
99203	$ 84
99204	$121
99205	$158

ESTABLISHED PATIENT:	
99211	$ 24
99212	$ 37
99213	$ 50
99214	$ 73
99215	$113

mount listed in this column represents the 50th perce
customary, and reasonable fees for the service or proc

POSSIBLE REIMBURSEMENT DOLLARS

CON'T

CONSULTATIONS:	
99241	$ 77
99242	$104
99243	$133
99244	$177
99245	$240

EMERGENCY DEPT:	
99281	$ 48
99282	$ 70
99283	$106
99284	$161
99285	$236

hount listed in this column represents the 50th percen
customary, and reasonable fees for the service or proc

SUPPLEMENTAL CLASSIFICATION OF EXTERNAL CAUSES OF INJURY AND POISONING

For all diagnosis in the 800 and 900 ICD9-CM codes, an additional E-code is required by insurance companies before processing claims. This code explains how and where the injury, accident, or poisoning occurred.

EVALUATION & MANAGEMENT CODES

- **SUMMARY:**
  - –Ensure E & M codes are marked on all Encounter Forms.
  - –All physicians in all specialties use the same E&M code for reporting their E&M services.
  - –The time spent should be well-documented in the medical record.
  - –E-Codes

REMEMBER: IF IT ISN'T DOCUMENTED - IT DIDN'T HAPPEN

EVALUATION & MANAGEMENT CODES

- **QUESTIONS?**

BEST BUSINESS PRACTICE
SUPPORTING TOOLS

- Ambulatory coding centralized
- Coders are assigned “beats”
- On going audits at clinic level
- ADS compliance reports
- Numbers to Departments monthly - to include possible $ lost
- Regular briefing to the leadership
- Training Revival

ADS COMPLIANCE RATES

Month of June

RED

<95%

Ophthalmology
Plastic Surg Amb Surg
Peds Urology
Vascular Interventional
GYN
Infertility Clinic
MLD Clinic
Pediatric Clinic
MPEDS Inf Dis
MPEDS Nephro
Continuity Clinic
Peds Partners
MPEDS Ortho
Spine Clinic
Sports Clinic
Total Join Clinic
Foot Clinic
Cast Room
Orthotics
Podiatry
Foot at Risk
Podiatry Amb Surg
MHS2/Psychology
Wellness
Social Work N-FAP
Family Practice
FP Sports Medicine Clinic
Audiology
Speech
Tobacco Cessation
Physical Therapy
Peds OBS

100%

APCC CASCADE TEAM
APCC OLYMPIC TEAM
APCC RAINER TEAM
CARDIOLOGY AMB SURG
RADIATION THERAPY
GEN SURG AMB SURG
PVAS AMB SURG
NEUROSURGERY AMB SURG
ENT AMB SURG
UROL AMB SURG
VASC SURGERY LAB
ORAL SURG AMB SURG
UROLOGY/GLN CLINIC
ORTHOPEDICS
GYN AMB SURG
OPTH AMB SURG
ORTHO AMB SURG
FP TELCON
OPTOMETRY
MAD OBS
Internal Med
MAPCC Med Mgmt
APCC T-Cons
24 HR Blood Pressure
Allergy
GI
Nutrition
Physical Med
General Surg
Surgery Clinic
Thoracic Surg
Neurosurgery

YELLOW

96-99%

All other clinics

- $687,81

GREEN

APCC Smoking Cessation
Cardiology Tech Lab
Endocrine
Peds Neuro Clinic
Psychphysiology
Pulmonary
M Pulmonary W/INTRP
Pulmonary Home Care Clinic
M Pulmonary Amb Surg
Persian Gulf
Plastic Surgery
Vascular
Pain Clinic
Breast Clinic
EFMP Clinic
M PEDS GI
M PEDS Endo
MPEDS Hem/Onc
MPEDS Pulm
MPEDS Cardio
PEDS Clinic
M Tumor Clinic
Psychiatry
FP Clinical Pharmacy Clinic
Community Health Nurse
Preventive Med
Hearing Conservation
ER/AIC
ER OBS

BEST BUSINESS PRACTICE

- **NOW**
- **78% Accuracy Rate**
- **95% Compliance Rate**
- **(over 70,000 encounters per month)**

BEST BUSINESS PRACTICE

TEAMWORK